



HotLine Internal Water and Sewer Pipe Heater

Prevents Frozen Pipes For Good

☎ (877) 881-2980

FAQ (*Frequently Asked Questions*) for the HotLine Internal Pipe Heater

▼ Can the copper end of the HotLine be bent?

No.

The HotLine can not be bent because you will breach the HotLine. If the HotLine is breached, it will not work.

All of the HotLine components come together under the copper tubing so it must stay perfectly straight.

▼ Can I turn the HotLine Internal Pipe Heater on and off to save money?

That is not advised. The HotLine Internal Pipe Heater is an economical, "set-it-and-forget-it", pipe-freeze protection device. Just install it, plug it in, and leave it plugged in until freezing temperatures are over for the year.

It is not recommended that you turn the HotLine on and off. Turning the unit on and off will not save you enough money to warrant risking the hundreds to thousands of dollars it would cost to dig up and replace a broken line.

For most HotLine lengths, your water and sewer pipes will be protected from freezing for just pennies per day.

▼ **Can I use an extension cord for the input cord?**

Yes, but it must be the correct gauge for the length.

No matter what length of HotLine you can use a 12 gauge power extension cord up to the maximum of 50 feet.

▼ **How many amp circuit is required for the HotLine Internal Pipe Heater?**

15 amps.

▼ **Does it come with a timer to turn it on and off?**

Not at this time. We will be offering a timer as an add-on accessory this year. Until then, it's best to run the HotLine continuously through the freezing season.

▼ **Will the HotLine Internal Pipe Heater thaw out a frozen pipe?**

No. There is no heated tip. HotLine must be installed before the first freeze or after thawing your pipe.

▼ **Does HotLine have a thermostat?**

Not at this time. We are developing a thermostat and will offer one as an add-on accessory, hopefully sometime in 2014.

▼ **What is the length of the HotLine Warranty?**

HotLine comes with a 2-year warranty. [Click here for details »](#)

▼ **What are the amps, watts and volts of the HotLine Internal Pipe Heater?**

The HotLine heating element operates on 6 to 32 Volts of AC power, according to the length of the heating element.

▼ **What is included with the basic HotLine purchase?**

- » Water: Includes the HotLine, HotLine Power Center box, and the necessary male fittings to enter the pipe.
 - » Sewer: Includes the HotLine, HotLine Power Center box, threaded sewer cap with water-tight fitting, and the necessary male fittings to enter the clean-out.
-

▼ How do we measure to get an accurate length?

- » Water: Cut the water pipe, solder a 'T', and insert a fish-tape or plumbers tape until you have reached the closed valve. Then mark the tape, pull the tape out, and measure it. ([See complete instructions here.](#))
 - » Sewer: Take the cap off the clean-out. Insert a fish-tape or plumbers tape until you reach the septic tank or sewer system. Then mark the tape, pull it out, and measure it. ([See complete instructions here.](#))
-

▼ Can I get a HotLine longer than 100 feet?

Not at this time. We are in the research and development stage of designing longer HotLine runs that stay within the National Electrical Code. We hope to have a longer, code-compliant product available this year. Visit this website frequently and make sure to [sign up for product updates here](#)  so we can let you know when new products are available.

▼ Does the HotLine trap toilet paper?

No. The HotLine has no protrusions so nothing will catch on it.

▼ What if my sewer line is clogged and needs to be cleaned out?

You must remove the HotLine to avoid damaging it.

▼ Will the HotLine burn up the pipe if it doesn't have water in it?

No. The HotLine never gets that hot.

▼ **How long does a HotLine last?**

We have customers who have been running their original HotLine Internal Pipe Heater's for over 30 years!

▼ **Is the Power Center Box encased in a weather-proof enclosure?**

No. It is encased in a drip-proof box.

▼ **How much does HotLine cost to run?**

For most HotLine lengths, your water and sewer pipes will be protected from freezing for just pennies per day.

▼ **What should I do to prepare for my HotLine installation?**

1. Perform an *accurate* measurement as it can not be lengthened or shortened. Remember: each HotLine is custom-made to order!
 2. Make sure you have electricity at the point of pipe entry.
 3. *Make sure you have all required female pipe fittings!*
-

▼ **Can I install the HotLine myself?**

Yes. If you're reasonably handy around the house.

[The HotLine Internal Pipe Heater requires No Digging and is Easy to Install ... Click or Tap for Installation Manuals](#)

▼ **Will HotLine work in the walls?**

No. The HotLine can not make 90° bends.

▼ **Do you sell HotLine's in Canada?**

Yes! And the UK.

▼ **Do you have a distributor in my area?**

No. You can buy your HotLine directly from us.

▼ **Do you have a plumber or installer in my area?**

That depends on where you are. [Contact us and ask if we have an installer in your area.](#)

▼ **Can the HotLine run opposite the flow?**

Yes for water.

No for sewer.

▼ **Does HotLine work in PVC and Pex?**

Yes.

▼ **Can I get longer input and output cords?**

Yes. Longer cords can be ordered when you order your HotLine. Extra cord lengths are \$2.00 a foot. The input cord is a 6 foot cord and the output cord is 30 inches.

▼ **Can I just go long enough to solve the problem?**

Yes, but we don't recommend it. Several customers have tried that but wound up freezing beyond the HotLine.

▼ **How much farther past the end tip does it heat?**

Only a couple inches as the tip is not heated.

▼ **Is it heated by resistance wire or filament?**

Each HotLine uses a resistance wire for longevity.

▼ **What are all the applications HotLine can be used for?**

HotLine can be used for any liquid pipe you want to keep from freezing. We have residential, ranch, farm and industrial customers using the HotLine Internal Pipe Heater to keep their pipes from freezing.

Or Call ☎ (877) 881-2980 today!